



Ramzi Itani



Doha Qatar



+974 5544 9626



ramzitani@gmail.com

SUMMARY

A strategic leader with over 20 years of international exposure in hospitality industry. A quality-driven hotelier with eye for detail and passion for excellence. Highly adaptable and able to manage teams across cultures.

Equipped to create strategic alliances with stakeholders and align them supportively and efficiently with key business initiatives. Strong operational competencies in Rooms Division, F&B concept development, Hotel Management and Pre-Openings with high skills in implementation of winning strategies.

AREAS OF EXPERTISE

- Guest Experience and Customer Relations
- Reputation Management and Branding – prioritize online reputation management and branding
- Employee Relations and Employee Engagement
- Strategize for Revenue and Budget Management
- Maintain solid working relationship with owners and corporate management
- Multi-lingual. Excellent verbal, written and interpersonal skills.

PROFESSIONAL EXPERIENCE

Hotel General Manager

New Blue Rose Hotel – Doha, Qatar

July 2021 – Present

4 star hotel, 79 rooms, 5 F&B outlets, 60 employees

Responsibilities:

Manage the day-to-day leadership and direct the overall operation of the hotel to maximize performance, profitability, and return on investment by creating a positive and productive work environment while ensuring superior guest service, and compliance with quality and operational standards. Drive brand and value initiatives, hotel performance, and the development of our people. Ensure a strong working relationship with Owners through transparent communication, meeting expectations, and delivering business profitability and value for all.

Key Achievements:

- Worked on Qatar Tourism (QT) hotel classification requirements
- Implement policies and procedures
- Worked on Civil Defence and CCTV certification approval from Ministry of Interior
- Implemented the RACK Rates, High and Low Season for year 2022
- Strategize the opening of new F&B Outlet (Elele -Lebanese Restaurant)
- Created and implement the Business Plan for Rooms Division to increase room revenue
- Working to implement a better service to the guest
- To facilitate the upgrade of faster wireless internet system in the hotel

Hotel General Manager***Rawdat El Khail Hotel – Doha, Qatar*****April 2018 - June 2021**

3 star hotel, 98 rooms, 2 F&B outlets, 50 employees

Responsibilities:

Oversee the operations of the hotel, as per the Organizational chart. Hold regular briefings and meetings with all head of departments.

Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards. Lead all key property issues including capital projects, customer service and refurbishment. Handling complaints, and oversee the service recovery procedures. Responsible for the preparation, presentation and subsequent achievement of the hotel's annual operating budget. Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded. Ensure all decisions are made in the best interest of the hotels and management. Developing improvement actions carry out costs savings. A strong understanding of P&L statements and the ability to react with impactful strategies. Monitor the hotels business reports on a daily basis and take decisions accordingly. Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate. Maximizing room yield and hotel's revenue through innovative sales practices and yield management programs. Prepare a monthly financial reporting for the owners and stake holders. Draw up plans and budget (revenues, costs, etc.) for the owners. Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment and services. Act as a final decision maker in hiring a key staff. Coordination with HOD's for the execution of all activities and functions. Overseeing and managing all departments and working closely with department heads on a daily basis. Manage and develop the Hotel Executive team to ensure career progression and development. Accountable for responsibilities of department heads and take ownership of all guest complaints. Provide effective leadership to hotel team members.

Key Achievements:

- Supervise the renovation for the rooms
- Implement the strategy for the rooms division targeting the long stayer and corporate

Hotel Manager***Musheireb Hotel - Doha, Qatar*****Oct 2013 - Mar 2018**

85 rooms, 3 F&B outlets

Responsibilities:

Fully responsible in all aspects of all departments. Supported and worked with all departments in aspects of running the hotel. Ensured the premises' operations as per category of the unit to receive and serve hotel's guests. Conducted regular operations team meeting with all HOD daily and weekly to discuss routine operational matters.

Key achievements:

- Targeted Corporate and Sport group
- Worked on strategic plan to have competitive rates in booking.com

Operations Manager***Merweb Hotel - Doha, Qatar*****Jan 2011 - Sep 2013**

130 room, 4star, 3 F&B outlets

Responsibilities:

Ensured SOP implementation in all departments. Monitored the purchase and the indent of each department. Randomly inspects stores in order of checking the stock in hand. Dealt with suppliers and vendors for quality products

Key achievements:

- Monitored the daily operations, having meeting with departments especially Sales & Marketing to have more room nights
- Involved in the operation of the All Day Dining restaurant
- Ensured follow ups with TAs and corporate companies to maintain good relation with them
- Had a collaboration with Qatar Airways as the Hotel is secured of lay overs in full or half board

Front Office Manager**Swiss Bel Hotel - Doha, Qatar****Jan 2008- Dec 2010****Pre- opening, Hotel and Apartment**

- Trained, cross trained, and retrained all front office personnel
- Participated in the selection of front office personnel
- Scheduled the front office staff
- Supervised workload during shifts
- Evaluated the job performance of each front office employees
- Maintained working relationships and communicated with all departments

Operations Manager**Salalah Hotel (operated by Flamingo) – Salalah, Oman****Sep 2006- Dec 2007**

- Provided performance assessment of vendors every quarter to HO purchase
- Inspected all departments for SOP implementation
- Inspected all department with their respective manager for ambience, service, readiness, staff grooming, and hospitality culture
- Monitored the coordination between all departments for smooth and efficient operations

Operation Manager**All Seasons Hotel - Dubai, UAE****June 2005- Sep 2006**

- Assessed and reviewed customer satisfaction and service recovery process
- Met all departments' heads to review and train the staff of upkeep the human capital
- Identified staff learning needs and assisted with development
- Provided timely and constructive feedback to all direct reports

Front Office Manager**Nineveh Hotel (Sheraton Hotel & Resort) - Mosul, Iraq****July 2003- June 2005**

- Maintained master key control
- Verified the room status' accuracy information is maintained and properly communicated
- Resolved guest problems quickly, effectively, and courteously
- Updated group information
- Maintained, monitored, and prepared group requirements
- Reviewed and completed credit limit report
- Worked within the allocated budget for the front office
- Involved in pre-opening activities, including training the front office team

Front Office Supervisor**Four Seasons Hotel - Riyadh, KSA****Aug 2002 – June 2003**

- Involved in pre-opening activities
- Ensured outstanding customer care at all times
- Maintained friendly, cheerful, and courteous demeanor at all times
- Used suggestive selling techniques to sell room nights in order to increase occupancy and revenue
- Successfully completed the Four Seasons Internal Training Program.

Front Line Receptionist**Intercontinental Hotel - Abu Dhabi, UAE****Nov 1998 - Aug 2002**

- Monitored visitors to the hotel
- Managed conference room booking and scheduling
- Computed all guest billings, accurately post charges to guest rooms and house accounts
- Completed and maintained any incident reports, daily activity reports or other reports

Front Office Receptionist**Le Meridian Commodore Hotel - Beirut, Lebanon****Sep 1995 – Nov 1998**

- Assigned rooms to guests and informed them of any specials offered by the hotel
- Kept abreast of attractions that may be of interest to guests
- Served as a host at conferences and ensured that all relevant preparations are made for the event

EDUCATION

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| ▪ College Degree in Business Administration
Doha Qatar | Excellence Training Centre |
| ▪ German Language
Doha Qatar | Goethe Institute |
| ▪ College Degree in Tourism & Hospitality Management
Beirut Lebanon | Saint Mary's Orthodox College |
| Lebanese Baccalaureate in General Sciences | |

CERTIFICATIONS

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| ▪ Certification in Facility Management (CFM)
Doha Qatar | Chicago Training & Consultancy Centre |
| ▪ Certification in Project Management Professional (PMP)
Doha Qatar | Chicago Training & Consultancy Centre |
| ▪ Certification in Accounting
Beirut Lebanon | National Technical School |

LANGUAGES

- English, Arabic, German, French, Italian, Spanish, Russian

COMPUTER SYSTEMS

- Microsoft Office, OPERA, Micros, FBM, HOLIDEX, Fidelio